



414 Nicollet Mall
Minneapolis, Minnesota 55401-1993

January 23, 2009

Burl W. Haar
Executive Secretary
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul, Minnesota 55101

- VIA ELECTRONIC FILING -

RE: SITE PERMIT COMPLIANCE FILING
PROCEDURES FOR PROCESSING SUBSTANTIAL COMPLAINTS
EXTENDED POWER UPRATE - MONTICELLO NUCLEAR GENERATING PLANT
DOCKET NO. E002/GS-07-1567

Dear Dr. Haar:

Northern States Power Company, a Minnesota corporation ("Xcel Energy" or "the Company") submits the following outline of planned procedures for receiving and responding to substantial complaints concerning implementation of the approved Extended Power Uprate ("EPU") at the Monticello Nuclear Generating Plant. This filing is offered in compliance with *Section X - Complaint Procedure* of the Large Electric Power Generating Plant Site Permit that the Minnesota Public Utilities Commission ("Commission") granted to the Company in its Order issued December 23, 2008 in the above-noted docket. The Commission approved the companion Certificate of Need for the project in an Order issued on January 8, 2009 in Docket No. E002/CN-08-185.

Introduction

Section X - Complaint Procedure of the Site Permit states that the Company shall submit within 30 days of the permit issuance its procedures for receiving and responding to substantial complaints regarding the implementation of the EPU project. Per the Grand Meadow Wind Farm Site Permit (Docket IP-6646/WS-07-839), we understand the Commission's definition of substantial complaints to be "...written complaints alleging a violation of a specific Site Permit condition that, if substantiated, could result in Permit modification or suspension pursuant to the applicable regulations... Complaints are statements presented by a person expressing dissatisfaction, resentment or discontent as a direct result of the project

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implementation. Complaints do not include requests, inquiries, questions or general comments..."¹, according to Commission guidelines.

Reporting Procedures

A. Receipt of Complaints, Inquiries, Requests and General Comments

- All Complaints, inquiries, requests and general communications will be directed to Xcel Energy's on-site Plant Communications Manager. This includes all in-person, telephone, e-mail, and written contacts from:
 - Public (business entity, community organization, individual)
 - Local government official
 - Local agency
 - Forward of complaint from business entity, community organization, or individual by the Commission's Consumer Affairs Office
 - Office of Energy Security or other state agency

On-Site Communication Contact:

- Patrick Thompson, Communications Consultant:
Phone: (763) 295-1282
- Plant Communications Contact will involve appropriate Plant Management personnel and local Community Relations Manager as necessary.
 - Scott Johnson, Manager, Community Relations
Phone: (763) 493-1631
- Interested party is contacted to initiate discussion of issue/concern and potential resolution efforts.

B. Notification of Regulatory Affairs

- On-site Communications contact notifies Regulatory Affairs personnel via e-mail within 24 hours of receiving a complaint or substantial complaint.

¹ Attachment 2, Docket Number IP-6646/WS-07-839.

Regulatory Affairs Contacts:

- Brian Zelenak, Manager of Regulatory Administration:
Phone: (612) 330-5641
- Mary Martinka, Case Specialist:
Phone: (612) 330-6737
- Regulatory Affairs maintains complaint log, including:
 - Name, phone number and address of person or organization contact making complaint
 - Date of receipt of complaint
 - Nature of complaint
 - Response given, identification of involved Company personnel
 - Complaint resolution summary
 - Documentation of written resolution communication to complainant
- Within 24 days of receiving complaint notification, Regulatory Affairs reviews status of complaint resolution efforts with Plant Communications Contact.

C. Notification of Unresolved Substantial Complaints to Commission

- If it is determined a substantial complaint is unresolved, Regulatory Affairs informs the Commission in writing via an electronic filing with the Department of Commerce's edocket system within 30 days of initial complaint receipt, pursuant to *Section X - Complaint Procedure, Subsection 2*.
- Regulatory Affairs will update the Commission via an edocket filing upon resolution of all substantial complaints or if it appears a substantial complaint cannot be resolved.
- Upon request, the Company will assist the Commission in resolving substantial complaints by providing complaint correspondence, documentation of resolution efforts and suggested courses of action for Commission evaluation.

- Communications Contact, Regulatory Affairs and Plant Management personnel will facilitate Commission's determination of appropriate resolution action in a timely manner.

Conclusion

We appreciate this opportunity to submit for the Commission's review our planned procedures for resolving substantial complaints concerning implementation of the approved EPU at the Monticello nuclear generating plant.

We have served a copy of this filing on the Office of the Attorney General-RUD and all parties on the attached service list. Please contact me at (612) 330-5641 if you have questions about this filing.

SINCERELY,

/s/

BRIAN R. ZELENAK
MANAGER, REGULATORY ADMINISTRATION

c: Service Lists

CERTIFICATE OF SERVICE

I, Josie Oxley, hereby certify that I have this day served copies of the foregoing document or a summary thereof on the attached lists of persons.

xx by depositing a true and correct copy thereof, properly enveloped with postage paid in the United States Mail at Minneapolis, Minnesota

xx electronic filing

- Docket No. E002/GS-07-1567
- Docket No. E002/CN-08-185

Dated this 23rd day of January 2009

/s/

Josie Oxley
Regulatory Administrator

In the Matter of Xcel Energy's Petition for a
Site Permit for the Monticello Nuclear
Generating Plant for Extended Power Uprate

E002/GS-07-1567
01-23-09

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In the Matter of Xcel Energy's Certificate of
Need Petition - Monticello Nuclear Generating
Plant for Extended Power Uprate
OAH 12-2500-19613-2 (01-23-2009)

EF = Efile

E002/CN-08-185

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